



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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WENDY L. WATANABE
CHIEF DEPUTY

January 3, 2008

TO: Supervisor Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley *tm*
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – DOWNS AND
MARTIN CHILDREN SERVICES - DOWNS AND MARTIN CHILDREN
SERVICES GROUP HOMES**

We have completed a review of Downs and Martin Children Services Group Home (Group Home or Agency) operated by Downs and Martin Children Services, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Downs and Martin Children Services Group Home is a six-bed facility, which provides care for boys ages 11-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Downs and Martin Children Services Group Home was providing services for six DCFS children.

Downs and Martin Children Services Group Home is located in San Bernardino County.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

The Group Home needs to clean the driveway, cover the trash cans, landscape the front yard, remove the standing water from the entrance and clean the entrance tiles. Additionally, the Group Home needs to replace the living room sofa, carpet, kitchen floor, electrical outlet covers in bedroom one and all worn pillows. They also need to repair the electrical outlets in the hallway, clean the oven, toaster and kitchen trash can and paint the kitchen cabinets.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

JTM:DC:CC:asl

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Chief Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Emmet Downs, Executive Director, Downs and Martin Children Services
Public Information Office
Audit Committee

Downs and Martin Children Services Group Home
Ontario, California 91762
License Number: 366406712
Rate Classification Level: 10

I. Facility and Environment

Method of assessment – Observation

Comments:

Downs and Martin Children Services Group Home is located in a residential community. The exterior of the Group Home is not well maintained. The driveway is littered with trash, open garbage bins and broken glass. The back yard is clean and adequately landscaped. However, the front yard is not landscaped and there is standing water in the grass area in front of the entrance door.

The Group Home provides a home-like environment. There is adequate furniture and lighting in the Group Home. However, the common quarters are not well maintained. The entrance tile, carpet, kitchen floor, cabinets, trash cans and the side of the oven are dirty. The living room sofa and the electrical outlet in the hallway are broken.

Children's bedrooms are adequately maintained. The rooms are orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable. However, the carpet is dirty, bed pillows are flat and worn and the electrical outlet covers are missing in bedroom one. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. Downs and Martin Children Services management:

- a. Remove the trash and broken glass from the driveway.**
- b. Cover the trash cans and remove them from the driveway.**
- c. Provide appropriate landscape in the front yard.**

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- d. Remove the standing water from the front entrance.
- e. Clean the front entrance tile.
- f. Clean the carpet in the living room.
- g. Clean the kitchen floor.
- h. Clean and paint the interior and exterior of the kitchen cabinets.
- i. Clean and cover the kitchen trashcan.
- j. Clean the kitchen oven.
- k. Replace the living room sofa.
- l. Repair the electrical outlet in the hallway.
- m. Clean the carpet in the children's bedrooms.
- n. Replace and maintain clean and comfortable pillows for each bed as needed.
- o. Replace the electrical outlet covers in bedroom one.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendation

There are no recommendations for this section.

VI. Personal Rights**Method of assessment – Interviews with children****Sample size: Two****Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance**Method of assessment – Review of relevant documents and interviews**

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.



DOWNES & MARTIN
CHILDREN SERVICES Group Home

Attn: Candace Rhue

Downs & Martin Children Services (DMCS) has addressed and implemented each recommendation that has been given by the Children's Group Home Ombudsman, County of Los Angeles.

I. Facility and Environment

1. DMCS management

a. Remove the trash and broken glass from the driveway

DMCS has removed all trash and broken glass from the driveway.

b. Cover the trash cans and remove them from the driveway

DMCS has all covered trash cans and they were moved from the front of the facility.

c. Provide landscaping in front yard

DMCS has had a gardener pour concrete in open area in front yard and provide a manicured yard weekly.

d. Remove standing water from the front entrance

DMCS gardeners has fixed broken sprinkler that had caused the standing water.

e. Clean tile in front of the entrance door

DMCS has cleaned the tile in the front entry of the facility.

f. Clean the carpet in the living room

DMCS has replaced all carpet throughout the entire facility with new carpet.

g. Clean kitchen floor

DMCS has mopped and cleaned the tile in kitchen daily.

h. Clean and paint the interior and exterior of the kitchen cabinets.

DMCS has replaced the old pantry with a new pantry in the kitchen and painted all kitchen cabinets inside and out.

i. Clean and cover the kitchen trashcan

DMCS has purchased a new trashcan with lid.

j. Clean the side of the oven

DMCS has purchased another oven to replace the old oven

k. Replace the living room sofa

DMCS has replaced the old sofa in the living room with another sofa.

l. Repair the electrical outlet in the hallway

DMCS has repaired the electrical outlet in hallway that was broken.

m. Clean the carpet in the children's bedroom

DMCS has replaced carpet throughout the facility with new carpet.

n. Replace and maintain clean and comfortable pillows for each bed as needed

DMCS has purchased new pillows and pillow cases for every room in the facility.

o. Replace the electrical outlet covers in bedroom one.

DMCS has replaced and repaired all electrical outlet covers in bedroom one.

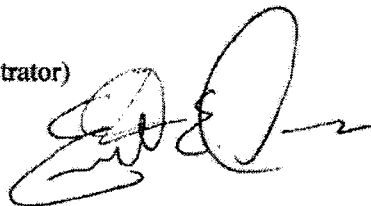
Facility and Environment

DMCS has currently implemented each recommendation that has been given by the auditor-controller. DMCS has removed all trash and broken glass from the driveway. DMCS has covered trashcans and they have been removed from the front of the facility. Concrete was poured in open area in front yard and all sprinklers were fixed so there is no standing water. All tiles throughout the facility has been mopped and kept clean daily. Carpet has been replaced throughout the facility with new carpet that includes all bedrooms and activity room. DMCS has replaced old pantry with a new pantry and painted all kitchen cabinets inside and out. DMCS has purchased a new trashcan and another oven inside kitchen. DMCS has repaired all broken electrical outlets throughout the facility, which includes in bedroom #1 and in the hallway. DMCS has replaced the broken sofa in the living room with another sofa that is in good condition. DMCS has purchased new pillows and pillow cases for each room.

DMCS plan ensure's that all of the deficiencies will not occur again in the future. DMCS will keep facility clean daily by using on-line staff and residents, DMCS will also have a out-sourced cleaning agency come twice a month. DMCS has a weekly gardener to maintain a manicured yard. DMCS has hired an on-call handyman that can fix most household repairs within 5 days of incident. This plans responsible party will be implemented by Richard Morgan (Program Manager) on a daily basis and the quality assurance of the plan will be kept by Emmett Downs (Administrator), monitoring to ensure that the corrective action remains implemented and is working as intended.

Sincerely

Emmett Downs (Administrator)

A handwritten signature in black ink, appearing to read 'Emmett Downs', with a stylized flourish at the end.